



## Analysis of Compliance with the Application of Service Standards in the COVID-19 Era in 2021 at the Dental and Oral Polyclinic, Diponegoro National Hospital

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### ABSTRACT

On March 11, 2020, WHO officially declared COVID-19 as a pandemic. The fast-spreading virus has a very large impact on society, from politics, economics, society, security as well as welfare. As health worker dentist has a high risk of getting infected by COVID-19. It is known that the practice of dentists is closely related to the production of aerosol, which is a risk of transmission of COVID-19 infection. Diponegoro National hospital also provides dental services during COVID-19. It is important to know the compliance of dentists and dental nurses in carrying out standard health services at dental and oral polyclinic Diponegoro National hospital during COVID-19. This study is observational research with a qualitative method. The research subject was as many as 17 informants. Collecting data was done by deep interviews and check list observation. Data were analyzed using content analysis by collecting data, data reduction, presentation of the data, and conclusions. The results of this study show that the compliance of dentists and nurses at Rumah Sakit Nasional Diponegoro in health service standards during COVID-19 is good but not optimal due to the length of time required infrastructure to support health services during COVID-19, from the patient itself, and officer negligence.

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### Kata kunci:

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### ABSTRAK

Pada tanggal 11 Maret 2020, WHO secara resmi mendeklarasikan COVID-19 sebagai pandemi. Virus Corona yang menyebar dengan cepat ini berdampak sangat luas, mulai dari politik, ekonomi, sosial, keamanan, serta kesejahteraan masyarakat. Sebagai tenaga kesehatan, dokter gigi memiliki resiko tinggi terinfeksi COVID-19. Diketahui bahwa aktivitas dokter gigi sangat erat berhubungan dengan produksi aerosol yang merupakan resiko penularan infeksi COVID-19. Rumah Sakit Nasional Diponegoro juga menyediakan pelayanan gigi selama COVID-19. Maka penting untuk mengetahui kepatuhan dokter gigi dan perawat gigi dalam melakukan standar pelayanan kesehatan di poli gigi dan mulut selama COVID-19. Penelitian ini merupakan penelitian observasional dengan metode kualitatif. Subjek dari penelitian ini sebanyak 17 informan. Pengumpulan data dilakukan dengan wawancara mendalam dan observasi check list. Data dianalisis dengan metode content analysis dengan tahapan pengumpulan data, reduksi data, penyajian data, dan menarik kesimpulan. Hasil dari penelitian ini menunjukkan bahwa kepatuhan dokter gigi dan perawat gigi di Rumah Sakit Nasional Diponegoro dalam pelayanan standar kesehatan selama era COVID-19 sudah baik namun belum optimal dikarenakan lamanya tersedia sarana prasarana yang dibutuhkan selama COVID-19, dari sisi pasien, serta dari kelalaian sumber daya manusia.

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## INTRODUCTION

Coronavirus Disease 2019 (COVID-19) is a new type of disease that has never been previously identified in humans. On March 11, 2020, WHO (World Health Organization) officially declared COVID-19 as a pandemic. Indonesia is also one of the countries affected by the spread of the COVID-19 virus (COVID-19 Task Force, 2021). The Indonesian government has set policies in handling this pandemic with the main sector being the health sector. Policies related to hospital management, including the practice of dentistry are also very important.

Transmission of COVID-19 can be through the air, direct contact from one person to another, through the surface of objects that have been contaminated with the virus, and aerosols and droplets produced when someone sneezes or coughs (van et al., 2020). Dentist activity is closely related to the largest aerosol production and the results of various studies show that the amount of SARS-CoV-2 virus is very much found in the naso-oropharynx and saliva (Khurshid et al., Seo G et al., 2020). The production of aerosols and droplets is the main cause of the expansion of the spread of COVID-19 in dental practice (Jayaweera M et al., van et al., Wang, J et al., 2020). This makes the dentist's job a high risk of the transmission of COVID-19 infection.

The unbalanced number of health workers is further exacerbated by the lack of Personal Protective Equipment (PPE) in every referral hospital for handling the coronavirus, which has an impact on the increasing number of health workers who have contracted the virus, many of whom have died (Hira et al., 2020). Based on data from [laporcovid19.org](http://laporcovid19.org) to date as of June 8, 2021, 944 Indonesian health workers have died fighting COVID-19. Among them, there are 347 doctors, 39 dentists, and 288 nurses who died fighting COVID-19 (reported on [covid19.org](http://covid19.org), 2021).

The existence of this COVID-19 pandemic requires a health protocol to reduce the spread of infection, in addition to being ready to adapt to more information about COVID-19 (Long, R. H et al., 2020). There is a need for good compliance from dentists, dental nurses, and from patients in carrying out health protocols. Through this compliance, it is hoped that health protocols can be carried out following existing rules to minimize the spread of COVID-19 virus infection. According to the Cambridge dictionary, compliance is a fact of obeying certain laws or rules or acting following an agreement. Meanwhile, according to Milgram (1963) compliance is related to obedience to the authority or applicable rules.

Diponegoro National hospital is one of the national teaching hospitals in Indonesia. Equipped with seventeen polyclinics which are divided into general poly and specialist poly. One of them is a dental and oral polyclinic that serves dental and oral health services.

Based on observations and a preliminary survey conducted in May 2021 on dentists and nurses at the dental and oral polyclinic, there were still problems with patient service standards at the dental and oral polyclinic of Diponegoro National hospital. One of them is that almost all dentists do not delay the procedure without symptomatic complaints, elective treatment, and aesthetic treatment. In addition, the Diponegoro National Hospital dental and oral polyclinic does not yet have aerosol suction.

## METHOD

This research is an observational study with a qualitative method, namely research with a case study approach. The data collected in this study are primary data and secondary data. The subjects of this study consisted of the main informants and triangulation informants. The number of informants was 17 informants consisting of 11 main informants, namely 2 general dentists, 5 specialist dentists, and 4 dental nurses. As well as 6 triangulation informants namely Head of Dental and Oral Polyclinic, Head of Nurse, Medical Committee, Nursing Committee, Director of Operations, Director of Medical and Nursing, and President Director. Data analysis in this study used the method of content analysis. In this study, it has also gone through an ethical test issued by the Health Research Ethics Commission, Faculty of Public Health, Diponegoro University with No: 316/EA/KEPK-FKM/2021.

## RESULT AND DISCUSSION

Diponegoro National Hospital is a teaching hospital belonging to the University of Diponegoro which is a type C hospital with 300 beds of which 100 beds have been in operation and have been accredited by the hospital accreditation commission. Diponegoro National hospital was established as a teaching and public service hospital on September 15, 2014. Diponegoro National hospital is led by the main director under the Chancellor of Diponegoro University. So that all outgoing letters are signed by the UNDIP rector, for example, which determines that the main director of Diponegoro National hospital is the UNDIP rector, so there is coordination between the main director and the supervisory board, this provision was later determined by the UNDIP rector (Ari et al, 2018). Diponegoro National Hospital currently has more than 100 doctors consisting of general practitioners, dentists, specialists, and consultants. Diponegoro National hospital has 17 outpatient clinics including eye poly, cardiac poly, neurology poly, and lung poly. One of the health services available at Diponegoro National hospital is a dental and oral polyclinic which is part of an outpatient installation.

At the beginning of the emergence of COVID-19 in 2020, Diponegoro National hospital was also one of the health services that served COVID-19 patients. On April 22, 2020, the PCR (Polymerase Chain Reaction) service was launched to carry out COVID-19 tests. Services in the form of Covid-19 Drive - thru swab test and COVID-19 PCR laboratory. Diponegoro National hospital was also appointed as 1 of 8 Covid 19 test laboratories as a test site for a Polymerase Chain Reaction (PCR)-based test kit that functions to diagnose Covid 19, which is produced by a domestic company PT Biofarma. In addition, in May 2020 Diponegoro National hospital launched a COVID-19 Self Screening package at an affordable cost which includes patient registration via online H-1, consultation with specialist doctors, laboratory checks (complete hematology and PCR), and Rapid Tests for SARS CoV2 antibodies and swab tests. PCR which can be accessed through the Diponegoro National hospital website. In addition, Diponegoro National hospital is also the place for the COVID-19 vaccination. The Central Laboratory located in the Diponegoro National hospital complex was chosen as the right place to carry out vaccinations. The implementation of this vaccination is under the supervision of doctors and health workers at

Diponegoro National Hospital who have experience in administering vaccinations (<https://www.undip.ac.id/post/category/covid19>, 2022).

The dental and oral polyclinic is one of the poly in the outpatient installation of Diponegoro National hospital which continues to provide services during the COVID-19 period. Before the emergence of COVID-19 in 2019, the average dental and oral polyclinic at Diponegoro National hospital was 356 patients every month. At the beginning of the emergence of COVID-19 in March 2020 there were 254

patients, in the following month April 2020 there was a decrease of 66 patients. This is due to policies issued by the government, professional organizations, and Diponegoro National hospital. These policies include the distribution of shifts for dentists and dental nurses, reduced practice hours, restrictions on the number of patients and restrictions on dental and oral procedures. By the end of 2020, the number of dental and oral patients at Diponegoro National Hospital had increased again, as in December 2020 as many as 318 patients and in January 2021 as many as 295 patients.

**Table 1.**  
**Conclusions from in-depth interviews with informants on aspects of organizational expectations, commitment, and intrinsic motivation**

Aspect	Main Informant	Triangulation Informant
<b>Organizational Expectations</b>		
1. What policies and steps have been made by Diponegoro National hospital as an organization in implementing service standards during the COVID-19 pandemic?	A total of 11 main informants are aware of policies issued by professional organizations and Diponegoro National hospital during COVID-19. They stated that the policy from Diponegoro National hospital was good and followed the health protocols from the government during COVID-19.	A total of 6 triangulation informants said that the prevention policy from the health protocol had been carried out by making SOPs in providing services in hospitals. As well as regular evaluation and monitoring during the COVID-19 pandemic.
2. How is the dentist's compliance in implementing the service standard policy during the pandemic and what are the problems that cause the non-compliance?	The main informant felt that compliance in implementing health service standards during COVID-19 was good but not optimal. This is because the infrastructure is inadequate and there is still negligence from health workers.	The triangulation informant stated that the compliance of dentists and dental nurses at the dental and oral polyclinic during the COVID-19 pandemic was good but not optimal. This is due to the lack of infrastructure and negligence of health workers.
<b>Commitment</b>		
1. What is your role as a health worker in complying with the application of service standards at the dental and oral polyclinic during the COVID-19 pandemic?	A total of 11 main informants felt it was their duty as health workers to serve patients during the COVID-19 pandemic. This is done by implementing and complying with the rules and policies issued by the hospital.	A total of 6 triangulation informants felt that the compliance of dentists and dental nurses in implementing health service standards during COVID-19 was good. This is done by issuing a standard operating procedure policy during COVID-19 as well as education and outreach.
2. What problems did you encounter at the dental and oral polyclinic regarding the application of service standards during the COVID-19 pandemic and what were the anticipations of these problems?	The main informant stated that the problems in the lack of compliance in implementing health service standards during COVID-19 were the lack of infrastructure, negligence of officers in carrying out health protocols, and problems from patients. But they also said that the problems that existed so far had been anticipated.	Triangulation informants stated that the problems that occurred in the implementation of health service standards were in patients who went to the dental and oral polyclinic, negligence of health workers, and lack of infrastructure. However, the problem has been anticipated.
<b>Intrinsic Motivation</b>		
1. How do you as a health worker face the challenges that exist while providing health services at the dental and oral polyclinic during the COVID-19 pandemic?	All main informants said that health services must continue to be carried out by following existing rules and policies during the COVID-19 pandemic by anticipating existing problems.	All triangulation informants said that there were policies as well as monitoring and evaluation that must be carried out in facing the challenges of providing health services during the COVID-19 pandemic. So that health services can continue to run.
2. How to create compliance from dentists and dental nurses to the application of health service standards during the COVID-19 pandemic?	A total of 7 main informants said that they reminded each other and were aware of each other. A total of 4 main informants said that there needs to be regular monitoring and evaluation from the organization. And there is a need for adequate infrastructure.	The triangulation informant said that health services must continue to be carried out and run by following the existing rules and policies during the COVID-19 pandemic.

The main informants in this study were general dentists, specialist dentists, and dental nurses at the dental poly at Diponegoro National hospital, while the triangulation informants in this study were the Head of the Dental and Oral Polyclinic, Head Nurse, Medical Committee, Nursing Committee, Director of Operations, Director Medical and Nursing, and the President Director of Diponegoro National hospital. In this study, in-depth interviews were conducted looking from the aspects of organizational expectations, individual commitment, and individual intrinsic motivation, in this case dentists and dental nurses. The following table describes the conclusions of the results of in-depth interviews.

The results of in-depth interviews showed that the hospital had issued a health service standard policy during the COVID-19 pandemic. The Dental and Oral Polyclinic at Diponegoro National hospital also implemented a policy issued by the PDGI (Indonesian Dentist Association) which explained the standard of dental and oral health services during the COVID-19 pandemic. From the results of in-depth interviews, both the main informants and the triangulation informants felt that the dentist's overall compliance in implementing service standards during the COVID-19 pandemic was good, but not optimal. This is due to the lack of aerosol suction infrastructure in the dental polyclinic which has not been provided since the beginning of the COVID-19 pandemic in early 2020, anticipating this problem is given natural circulation, namely by opening windows. At the time of in-depth interviews with triangulated informants 3 weeks after interviews with all main informants, the latest information was obtained that aerosol suction had been carried out as described by triangulation informants.

*"Untuk tindakan aerosol sudah berjalan, karena sudah ada fasilitas baru yaitu suction aerosol sudah dipenuhi, sudah keluar sekitar dua minggu yang lalu, dan sudah diberi dua. Ini baru kok, baru, baru sekali"*

By having aerosol suction, it will increase the compliance of dentists and dental nurses in implementing health service standards during COVID-19. This research was conducted from November 2021 to January 2022. At the beginning of the research, aerosol suction was not available, at the end of December based on the results of interviews with triangulated informants that aerosol suction was available. This can be caused by the delayed procurement process because Diponegoro National hospital is still under the decision of the UNDIP chancellor. Some triangulation informants and main informants felt that compliance had not been maximized due to the negligence of health workers in carrying out health protocols. Such as forgetting to wear a mask or the mask falling, and sometimes not washing hands with 6 steps of washing hands. Sometimes when you are eating, you also get together. But so far the negligence can be overcome by reminding each other.

Support from the organization is an important factor that affects workforce compliance in implementing and using SOPs to prevent work accidents and prevent disease transmission. A study conducted by Pagala et al (2017) which explains that organizational support has a 5 times more chance of being compliant in implementing SOPs compared to not supported by the organization.

From in-depth interviews, it was found that all main informants said that they felt they had a responsibility as health workers, namely implementing and complying with health service standards during the COVID-19 pandemic that had been made, whether issued by the government,

professional organizations, or regulations made by the hospitals.

*"Komitmen khusus perlu, tapi saya memegang komitmen saya dimana saya harus proteksi diri sendiri, proteksi orang lain juga biar penyebaran COVID-19 tidak menjadi menyebar, karena jika orang lain aman, saya juga aman, keluarga saya juga aman. Ada rasa was-was dan ketakutan sendiri sehingga ketakutan itu menjadikan kepatuhan saya"*

Commitment was also explained by the main informant that the problems that occurred when COVID-19 emerged from the patient's side, such as finding a patient with symptoms of cough and flu, but still wanted to have a dental and oral examination. In addition, there are often situations where the number of patients is dull in the dental and oral polyclinic so that social distancing does not occur. The commitment made by dentists and dental nurses in this matter is by educating patients and delaying actions to follow hospital policies. To reduce the accumulation of patients, a dentist shift was made and limited the number of patients examined at the dental and oral polyclinic of Diponegoro National hospital during COVID-19. Regarding the problem of negligence by health workers, all main informants said that they never stop reminding each other.

Based on the results of in-depth interviews, all main informants said that in carrying out health services during the COVID-19 pandemic there must be self-awareness in complying with health service standards during the COVID-19 pandemic because this is done not only for personal safety but for patient safety and the safety of people in the community around. Intrinsic motivation is described as a dimensional approach, namely enjoyment (enjoying and interested in work) and challenge (feeling the challenge of working from a positive side). The existence of these values will increase employee performance commitment so that with this, compliance can be created (Deci et al, 2000).

The results of in-depth interviews with main informants said that for an individual to be obedient, it is necessary to have self-awareness and remind each other of their respective co-workers if someone is negligent. In addition, there is a need for monitoring and evaluation from Diponegoro National hospital for health services at the dental and oral polyclinic. Based on the results of interviews with triangulated informants, that monitoring is always done by looking at the situation in all polyclinics in outpatient installations. Socialization was also carried out by the PPI (pencegahan dan pengendalian infeksi) team reminding them of SOPs, ranging from personal protective equipment, how to wear masks, and how to wash hands. Self-evaluation is usually carried out in limited meetings regularly. If there is no extraordinary case, it is usually only reported to the board of directors where the board of directors will receive feedback on their written report. If there are specific or extraordinary cases, only online and offline meetings will be held. Research conducted by Widyanita et al (2014) said that the existence of a socialization process to increase the knowledge of health workers can increase the level of hand washing compliance. 11 So monitoring, outreach, and evaluation can increase the compliance of health workers with health service standards during the COVID-19 pandemic.

## RESEARCH LIMITATION

Limitations in this study include the subjectivity of respondents in answering the researcher's questions. To reduce the subjectivity of respondents, the researchers conducted a direct observation of activities through the observation checklist of dental and oral health clinics based on a circular issued by PDGI as a guide for dentists in practicing during COVID-19. In addition, the author also involved research assistants in collecting in-depth interview data, to prevent bias in the answers of informants because when data was collected the author was still working at Diponegoro National hospital.

## CONCLUSION

Based on the results of research and discussion on the analysis of compliance with the Implementation of Service Standards in the COVID-19 Era in 2021 at the Dental and Oral Polyclinic of the Diponegoro National Hospital, the following conclusions can be drawn: 1) Compliance of dentists and dental nurses in implementing health service standards in the era of COVID-19 19 is good but not optimal; 2) The hospital's lack of responsiveness in providing aerosol suction infrastructure at the beginning of the COVID-19 pandemic led to non-compliance because services had to be carried out even though aerosol suction research data was available at the time of collection; 3) There are still officers who are negligent in carrying out health protocols. 4) Monitoring, socialization, and evaluation have been carried out.

The suggestion in this study is that the management of Diponegoro National hospital needs to be more responsive in providing the infrastructure needed during the COVID-19 pandemic where in this case the procurement of aerosol suction takes 2 years from the beginning of the pandemic. It also requires cooperation with the Chancellor of UNDIP so that the procurement of infrastructure can be carried out quickly. There is a need for more routine monitoring and evaluation, especially in ensuring that there is no negligence on the part of health workers.

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